

Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY13 Monthly average: 1,066 open</p> <p>Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month.</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Dept Strategic Plan</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions</p> <p>Measurement Method: The number of work orders open at the end of each month.</p> <p>Why Measure: Helps quantify the challenge of dealing w/ neighborhood blight.</p> <p>Next Improvement Step: Using Public Works Crews in addition to C&R Vacant Lots Crews working overtime as needed.</p>

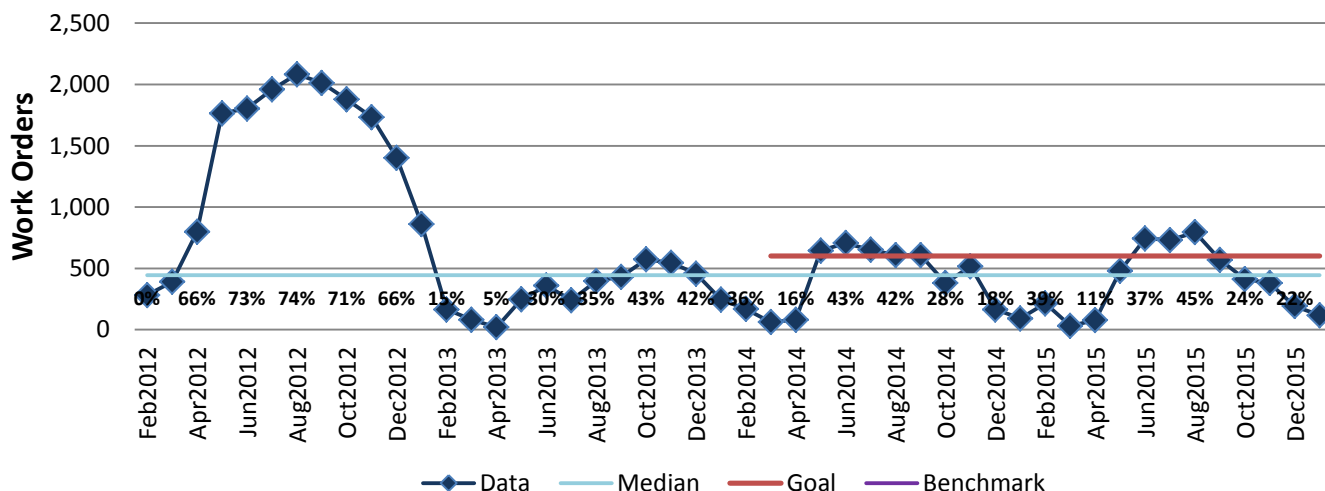
How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
7,200	4,739		600	117	
Work Orders	Work Orders		Work Orders	Work Orders	

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Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.